

## West End Adventure After School Care Day Care of Children

Whiteinch Primary School  
56 Medwyn Street  
GLASGOW  
G14 9RP

Telephone: 01412 660 084

**Type of inspection:**  
Unannounced

**Completed on:**  
7 February 2023

**Service provided by:**  
Glasgow West End After School Care  
CIC

**Service provider number:**  
SP2019013313

**Service no:**  
CS2019375109

## About the service

West End Adventure After School Care is provided by Glasgow West End After School Care CIC to offer after school care to a maximum of 50 school aged children up to 16 years, Monday to Friday, during term time only.

The service provides a pick up service from primary schools across the west end of Glasgow.

The service is based within Whiteinch Primary School and has access to the dining hall, an open area, and the playground. It can also access local parks and activities.

## About the inspection

This was an unannounced inspection which took place on 02 and 03 February 2023. The inspection was carried out by two inspectors from the Care Inspectorate. The service was provided feedback on 07 February 2023.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service, and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with a small group of children using the service
- spoke with most staff and management
- observed practice and children's experiences
- reviewed documents.

## Key messages

- Children were happy and confident within the service.
- Staff need to be more vigilant and aware of the children's different needs to ensure the daily routine supports their needs.
- Snack should be a calm and unhurried time of the day.
- Some improvements are needed around the storage of medication.
- Staffing levels could be further improved to meet the children's needs and layout of the premises.
- Quality assurance systems need to be more robust.
- More focus should be placed on implementing of the principles of play.
- Children should have access to good quality resources and equipment.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	3 - Adequate
How good is our setting?	3 - Adequate
How good is our leadership?	3 - Adequate
How good is our staff team?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

## How good is our care, play and learning?

## 3 - Adequate

We made an evaluation of adequate for this key question, as we found where strengths had a positive impact, but just outweighed weaknesses.

### 1.1 Nurturing care and support

Children were happy and confident within the service. The children had formed positive relationships and they told us they had made lots of friends, even some best friends. Children spoke positively about staff, with one child telling us that one staff member made them feel included and that they were always nice.

When children arrived at the setting and were waiting for snack, staff interactions could be improved. At this time staff were mostly engaged in tasks, which resulted in children getting restless, waiting around, and creating a lot of noise. Staff need to be more vigilant and ensure the daily routine supports all children's needs.

Staff had an understanding of how to support children's needs in relation to providing quieter, safe spaces for children when needed. Children told us that they had safe spaces to go if they want to relax and have some alone time. Staff need to ensure these areas are supervised.

Children were provided with a daily snack, however, the foods on offer could be more healthy and nutritious. Water should be provided along with their snack and throughout the session. Snack should be a calm and unhurried time of the day. Children should have more opportunities to be involved in the preparation and self serving aspects. Consideration should also be given to resources such as plates or napkins being provided. **(See area for improvement 1)**

Administration of medication procedures were in place. We found most good practice guidance being followed. However, we did identify some improvements needed around the storage of medication and consent forms. **(See area for improvement 2)**

To support staff plan to meet children's needs the service gathered various information from parents and children. Children with specific needs had more detailed personal plans in place. All children's personal plans could be further improved by including more detail of what matters to the child and how staff can support these. The manager had a plan in place to address this, we will follow this up at the next inspection. The service can find more information in the Guide for Providers on Personal Planning, which can be found on the Care Inspectorate Hub.

### 1.3 Play and learning

The daily routine and pace of the day was mostly free flow, except when children were gathered together to have snack. When gathered together, children were informed about the activities on offer. Consideration should be given to the impact of all children coming together on the children's time to play.

The daily play experiences were planned following consultation with children. Children told us they did enjoy the play on offer but suggested they would like more outdoor play, access to local parks, and maybe more community involvement like litter picking. We did hear children asking to go to the park, but being told 'not today as activities have already been planned for the day.'

Children had fun whilst playing with friends and being supported by staff. Children's play could be further improved by having play spaces and resources that offered them more choice, let them direct their own play, and follow their own instincts and ideas. We have directed the service to consider how well they are providing the the principles of play.

## Areas for improvement

1. Children's mealtimes should be planned around their needs and follow good practice guidance. This should include, but not be limited to:

- having access to healthy, nutritious food and drinks
- being able to choose to make their own snacks and participate in menu planning
- to learn new skills
- having a unhurried and relaxed meal.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards, which state that: 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning' (HSCS 1.33).

2. To support children's health and wellbeing needs, the service medication policy and procedures should follow good practice guidance. This should include, but not be limited to:

- accurate records held for medication being stored
- expired medication being returned to parent/carer
- individual consent given for each medication.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards, which state that: 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24) and 'I experience high quality care and support based on relevant evidence , guidance and best practice' (HSCS 4.11).

## How good is our setting?

### 3 - Adequate

We made an evaluation of adequate for this key question, as we found where strengths had a positive impact, but just outweighed weaknesses.

#### 2.2 Children experience high quality facilities

The service is provided from the school dining hall, and children had access to the school gym hall and playgrounds. The facilities were spacious and clean.

We found that the main entrance to the school, where parents entered, was secure. Children were able to move freely within the designated areas within the school. Staff communicated using walkie talkies to track children's movements. The entrance hall was a good space for parents to talk to staff in private. The service should consider how they can further improve parents' access to the service by providing more opportunities for them to see children's experiences.

We found on the days that we visited the service, there was ample staff to meet children's needs, and staff were following safety measures during school collections. Staff meet daily to discuss collections and drop offs to ensure they are all aware of children due to attend, and their needs.

We did discuss with the service to consider how staff collecting children by bus are deployed, for example, where they sit to supervise children, and to ensure only those registered to care for children do so.

Children had access to a range of play experiences and had fun playing with friends. However, resources were limited, and as a result, children's play opportunities were being restricted. Children having better access to a wider range of resources would expand the types of play on offer. **(See area from improvement 1)**

Children and staff were found mostly to be following infection prevention and control guidance. For example, they washed hands before snack and after toileting. Hand hygiene should be further improved by children only washing hands in designated hand washing sinks, and tables used for snack being cleaned before use.

Children had the opportunity to take part in play experiences such as bush craft. During our visit the children were enjoying toasting marshmallows on the fire pit. Staff were confident and aware of appropriate safety measures to be followed when offering this type of play, however, they need to ensure all measures are followed at all times. **(See area for improvement 2)**

## Areas for improvement

1. To support children's wellbeing, learning, and development, the provider should ensure the children have access to a high-quality environment that is well resourced. This should include, but not be limited to, children having access to resources that meet their needs, wishes, and choices.

This is to ensure the care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources for my age and stage, which stimulate my natural curiosity, learning and creativity' (HSCS 2.27).

2. Children should be cared for in an environment that is safe and secure. The service should ensure all safety measures are in place to minimise the risk to children. This should include, but not be limited to, when children are participating in more risky play such as bush craft.

This is to ensure the care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'My environment is secure and safe' (HSCS 5.19).

## How good is our leadership?

### 3 - Adequate

We made an evaluation of adequate for this key question, as we found where strengths had a positive impact, but just outweighed weaknesses.

#### 3.1 Quality assurance and improvement are led well

The provider should ensure that all staff are aware of the service's vision, values, and aims. The staff should reflect on how well they are meeting these and identify where improvements could be made. This will help create a shared understanding of the quality of service to be provided.

The service improvement plan provided a true reflection of how well the service is doing. The service needs to ensure that when changes are being made to practice that these have positive impacts on children. Improvements made need to be measured and monitored to ensure they are sustainable and have positive desired impact.

Children's voices were being included in how the service is delivered, however, they were at the early stages of this. Children should be provided more opportunities to direct their play and be able to access experiences and resources that meet their needs and interests.

Parental views were being sought, and feedback had been positive. Parents and carers now being able to enter the premises had improved communications. The service should continue to develop parental involvement in the service.

Quality assurance measures in place need to be more robust to ensure they meet the objectives. For example, ensuring audits on medication procedures identify strengths and areas for improvement, and audits of accidents and incidents identify when actions are needed to improve safety.

Staff met regularly, and one-to-one meetings between management and staff had been introduced, providing time for staff to share and discuss how well the service is doing. More focused observations of staff practice and children's experiences could help provide more meaningful discussions and reflection on how to further enhance consistency in the quality of staff. Staff had taken positive steps to further their knowledge and skills, however, staff training still requires to be further enhanced. As a result, the area for improvement made at the last inspection remains in place and has been re-instated. **(See area for improvement 1)**

At the time of the inspection, a new manager had been employed. The Care Inspectorate were in the process of assessing the change of manager on the certificate of registration. As a result, we were unable to fully assess the area of improvement made at the last inspection, therefore, it remains in place and has been re-instated. **(See area for improvement 2)**

## Areas for improvement

1. The provider should ensure that staff have the right skills, knowledge, and training to ensure the safety and wellbeing of children.

This should include:

- training to be accessed to ensure staff are competent in following policies and procedures
- a needs analysis of training and the impact of training should be evaluated by the manager to ensure that staff are skilled.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

2. The provider should ensure that the service is well managed to ensure the following:

- a suitable manager is in post with the time to lead the service
- open and transparent relationships
- quality assurance systems are implemented to ensure that audits are completed and the manager and provider have a clear overview of quality within the service
- procedures for keeping children safe are fully implemented and monitored.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

'I use a service and organisation that are well led and managed' (HSCS 4.23).

## How good is our staff team?

## 3 - Adequate

We made an evaluation of adequate for this key question, as we found where strengths had a positive impact, but just outweighed weaknesses.

### 4.3 Staff deployment

All staff required to be registered with the Scottish Social Services Council (SSSC), the professional body for social service workers were or had applications in process. When new staff had been employed safer recruitment procedures had been followed.

Staff levels and deployment were satisfactory and majority of the time met the needs of the children. There were a couple of occasions where staffing levels could be improved. This included during school pick ups, and when children were accessing more than two play spaces. Staffing levels should be further adapted to meet the needs and interests of the children to access high quality play.

Within the playroom areas, staff worked well together and communicated using walkie talkies, to keep informed. When children were playing and staff engaged with them, the majority of time this was in a caring and nurturing way.

We observed some occasions where staff missed opportunities to support child's play and interrupted play unnecessarily. Staff need to become more skilled at knowing when to engage and respond to children, to ensure they work as a team to support all children's needs.

Strong leadership is needed to help the service provide consistent high-quality care and support. Leaders need to recognise gaps in staff skills and make changes to limit impact on children. We have made an area of improvement under key question: 'How good is our leadership?' in relation to staff training and development.



## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

The provider should ensure that staff have the right skills, knowledge, and training to ensure the safety and wellbeing of children.

This should include:

- training to be accessed to ensure staff are competent in following policies and procedures
- a needs analysis of training and the impact of training should be evaluated by the manager to ensure that staff are skilled.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

**This area for improvement was made on 3 December 2021.**

#### Action taken since then

Some improvements have been made in relation to staff skills and knowledge, however, some areas were identified at this inspection that still needed further improvement. This included all staff being informed about the procedures to be followed to safe guard children, promoting children to direct own play, and following principles of play. As a result, we have re-instated this area of improvement under: 'How good is our leadership?'

#### Previous area for improvement 2

The provider should ensure that the service is well managed to ensure the following:

- a suitable manager is in post with the time to lead the service
- open and transparent relationships
- quality assurance systems are implemented to ensure that audits are completed, and the manager and provider have a clear overview of quality within the service
- procedures for keeping children safe are fully implemented and monitored.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

and

'I use a service and organisation that are well led and managed' (HSCS 4.23).

This area for improvement was made on 3 December 2021.

## Action taken since then

Some improvements have been made, however, some areas were identified at this inspection that still needed further improvement. This included change of manager application still in progress, need for effective audits, staff one-to-one's and staff appraisals. As a result, we have re-instated this area for improvement under: 'How good is our leadership?'

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com)

## Detailed evaluations

How good is our care, play and learning?	3 - Adequate
1.1 Nurturing care and support	3 - Adequate
1.3 Play and learning	3 - Adequate
How good is our setting?	3 - Adequate
2.2 Children experience high quality facilities	3 - Adequate
How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	3 - Adequate
4.3 Staff deployment	3 - Adequate

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